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and Trademark Office, PO Box 2327, Arlington

February 7, 2002 (Date)

John M. Carson, Reg. No. 34,303

VA 22202, on

PATENT

Case Docket No. EHELP.004A Date: February 7, 2002

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s)

Linyard, et al.

Appl. No.

09/876,788

Filed

June 6, 2001

For

METHOD AND SYSTEM

FOR PROVIDING **ELECTRONIC USER**

ASSISTANCE

Examiner

Unknown

Group Art Unit:

2152

TRANSMITTAL LETTER

RECEIVED FEB 2 2 2002

Technology Center 2100

UNITED STATES PATENT AND TRADEMARK OFFICE PO BOX 2327 **ARLINGTON, VA 22202**

ATTENTION: APPLICATION BRANCH

Dear Sir:

Enclosed for filing in the above-identified application are:

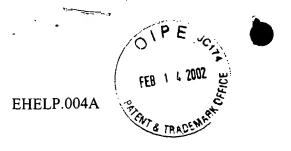
- (X) An Information Disclosure Statement.
- (X) The Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment, to Account No. 11-1410.

(X) Return prepaid postcard.

> John M. Carson Registration No. 34,303

Attorney of Record

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	:	Linyard, et al.)	Group Art Unit 2152
App. No.	:	09/876,788)	
Filed	:	June 6, 2001)	
For	:	METHOD AND SYSTEM FOR PROVIDING ELECTRONIC USER ASSISTANCE)	,
Examiner	:	Unknown)	RECEIVED
			— ′	FEB 2 2 2002
				Technology Center 2100

INFORMATION DISCLOSURE STATEMENT

United States Patent and Trademark Office PO Box 2327 Arlington, VA 22202

Dear Sir:

Applicant wished to bring to the attention of the United States Patent and Trademark Office the following: AskJeeves.com, a commercial product that was available prior to June 6, 2000. This Information Disclosure Statement is being filed before the receipt of a first Office Action on the merits, and presumably no fee is required in accordance with 37 C.F.R. § 1.97(b)(3). If a first Office Action on the merits was mailed before the mailing date of this

Appl. No.

09/876,788

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Statement, the Commissioner is authorized to charge the fee set forth in 37 C.F.R. § 1.17(p) to Deposit Account No. 11-1410.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: 2/7/02

By:

John M. Carson Registration No. 34,303 Attorney of Record 620 Newport Center Drive Sixteenth Floor Newport Beach, CA 92660

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